WAIS Inc.

Corporate Wide Information Systems: Experiences

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KPMG Case Study

- System built: 1990, Deployed in 9 months

- Target Audience: Peat Marwick Partners ($300/hr people)

- Outcome: They loved it.

  - Interested in info on: Companies, Products, People.

  - "Digital Librarian" task was much harder than predicted.

  - Networks were a major problem

Thinking Machines Case Study

- System built: 1990, Deployed in 6 months

- Target Audience: Technical people

- Outcome: Some used it heavily, most not

  - Email archives where very useful

  - Searchable personal email archives were a popular

  - Training and updating where major issues

Perot Systems Case Study

- System built: 1992, Deployed in 2 months

- Target Audience: System Analysts

- Outcome: Some people learned it, but not widely used.

  - CDROM sources were used.

  - Resumes where targeted: worked, but difficult to maintain.

  - Organizational buy-in was essential

Challenges

- Data Formats
- Training
- Data upkeep
- Distributed Information maintaince

What I would do differently:

- Pre-setup the system for users
- Use active systems (eg agents) to stay "in your face)
- Integrate published information from the start
- Find a "key resource" (eg phone list, stock quotes, lunch menu)

Data input

Offline

Integration with existing PC tools

TUI

PC { DOS / Windows }

More

External systems

Time wasting
security sites

261 mps